

Service & Warranty Information

How to Get Service Under the Terms of the Limited One-Year Warranty

When you suspect an item is defective, please check the operator's manual for standard operation and troubleshooting techniques that may correct the problem. Additional information may be found on the M.T.H. Website. Should you still require service, follow the instructions below to obtain warranty service. First, e-mail, write, call or fax a M.T.H. Authorized Service Center (ASC) in your area to obtain Repair Authorization. You can find the list of ASCs on the M.T.H. Website, www.mthtrains.com. Authorized Service Centers are required to make warranty repairs on items sold only from that store; all other repairs may-- or may not be done at the store's own discretion. If you did not purchase the item directly from the ASC, you will need to select a National Authorized Service Center (NASC). These centers are compensated by M.T.H. to perform warranty service for any customer whose repair qualifies for warranty service. A list of NASC retailers can be located on the M.T.H. Website or by calling 410-381-2580. Should the warranty no longer apply, you may choose either an ASC or NASC retailer to service your M.T.H. Product. A reasonable service fee will be charged.

CAUTION: Make sure the product is packed in its original factory packaging including its foam and plastic wrapping material to prevent damage to the merchandise. There is no need to return the entire set if only one of the components is in need of repair unless otherwise instructed by the Service Center. The shipment must be prepaid and we recommend that it be insured. A cover letter including your name, address, daytime phone number, e-mail address (if available), Return Authorization number (if required by the service center, a copy of your sales receipt and a full description of the problem must be included to facilitate the repairs. Please include the description regardless of whether you discussed the problem with a service technician when contacting the Service Center for your Return Authorization.

Please make sure you have followed the instructions carefully before returning any merchandise for service. Authorized M.T.H. Service Centers are independently owned and operated and are not agents or representatives of M.T.H. Electric Trains. M.T.H. assumes no responsibility, financial or otherwise, for material left in their possession, or work done, by privately owned M.T.H. Authorized Service Centers.

If you need assistance at any time email MTH Service at service@mth-railking.com, or call 410 381-2580.

Limited One-Year Warranty

All M.T.H. products purchased from an M.T.H. Authorized Retailer are covered by this warranty provided the product was manufactured within five years of the date of purchase. This warranty is for the original purchaser and is non-transferable.

See our website www.mthtrains.com to identify an M.T.H. Authorized Retailer near you.

M.T.H. products may be registered online in advance of warranty work at www.mthtrains.com/warranty. The original sales receipt and the conditions below must be met regardless of whether the product is registered on the M.T.H. website in order to obtain warranty service.

M.T.H. products manufactured within five years from the date of purchase are warranted for one year against defects in material or workmanship, excluding wear items such as light bulbs, pick-up rollers, batteries, smoke unit wicks, and traction tires. We will repair, replace, or credit (at our option) the defective part without charge for the parts or labor if the following conditions are met: (1) the item is returned to an M.T.H. Authorized Service Center* (ASC) or M.T.H. National Authorized Service Center (NASC) or M.T.H. Electric Trains Service Department, (2) was manufactured within the previous five years and (3) was purchased within one year of the original date of purchase from an M.T.H. Authorized Retailer. Products manufactured after the five year cutoff from the date of purchase are not covered under any warranty by M.T.H. Electric Trains. The manufacture date of an item can be verified on the item's detail page "shipping date field" on the M.T.H. website (www.mthtrains.com). This warranty does not cover damages caused by improper care, handling, or use. Transportation costs incurred by the customer are not covered under this warranty.

Items sent for repair must be accompanied by a return authorization number, a description of the problem, and a **copy of the original sales receipt from an M.T.H. Authorized Retailer**, which gives the date of purchase. If you are sending this product to an Authorized Service Center, contact that Center for their return authorization.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. Specific questions regarding the warranty may be forwarded to M.T.H. Directly.

* Authorized Service Centers (ASC) are only obligated to provide warranty service for any consumer who has purchased the specific M.T.H. item from them that requires service work.

Service Department:
M.T.H. Electric Trains
7020 Columbia Gateway Drive
Columbia MD 21046-1532



www.mthtrains.com

M.T.H. Trademark: M.T.H. Electric Trains®, M.T.H.®, RealTrax®, and RailKing®



M.T.H.

ELECTRIC TRAINS

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The 8-piece Elevated Trestle consists of 8 piers, pier bases and track holders - each pier raises your track 6 1/2 inches above a crossing track section below. Each Lionel® FasTrack® section simply slides into the track holder. No track mounting screws are necessary to attach track to the piers. Now you may add verticality to your Lionel® FasTrack® layout as easily as with other trestle systems.

8 Piece Elevated Trestle System

Parts: Pier (8 in 1 Size), Pier Base (8)

Assembly and Use with Lionel® FasTrack®:

1. Slide Pier Into Pier Base making sure that the pier snaps into position over the tabs on the pier base. Note: Use of the pier base is optional but recommended when track is set up directly on the floor or on carpeting.

2. Slide the Lionel® FasTrack® into the track holders. Positioning of the piers at the track joints is recommended to prevent sagging of track sections between piers.

To Use Trestle Set with O Gauge Tubular Track:

- Lay the tubular track on the clips, lining up the mounting holes on the track and on the clips.
- Using #4 x 1/2" (3/8" for O-27) oval head Phillips screws, mount the track to the clips on each pier by screwing the screws through the track mounting holes.



Piers (x8)



Pier Base
x8



Take care not to over-tighten the track to the pier as it will cause bowing and not allow the track clip to seat properly.

